



ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4760

Investigator: Alaina BraddyPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2008 - 65509Date: 1/2/2008Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: [REDACTED]Account Name: [REDACTED]Home: (000) 000-0000Street: [REDACTED]Work:City: PaysonCBR:State: AZ Zip: 85541is:Utility Company: Tonto Village Water Company, Inc.Division: WaterContact Name: Ronald StandageContact Phone: [REDACTED]Nature of Complaint:

1/2/2008

DOCKET # W-01580A-07-0707

*** CORRESPONDENCE RECEIVED 12/31/2007****

December 28, 2007
Arizona Corporation Commission
1200 W Washington
Phoenix AZ 85001

Arizona Corporation Commission

DOCKETED

JAN 02 2008

DOCKETED BY

AZ CORP COM
DOCKET CONTROL

2008 JAN -2 P 1:25

RECEIVED

Attn: Consumer Services

RE: Tonto Village Water Company's request for adjustment in rates

I wish to file a concern with your office regard the above mentioned request. My name is [REDACTED] and my family and I have lived in Tonto Village for the last 6.6 years. The concern we have with the request for adjustment in rates is twofold. First, the request for rate increase looks to be well over 100% increase for all of the meter sizes (some as much as 150%). I am sure that most, if not all, individuals are not afforded the same percentage of increases when they receive "raises" in their pay. In the "village", we have quite a few individuals who are on fixed incomes, Obviously, the size of this increase would hit these individuals very hard. The 2nd concern would be the fact that the notification sent to us by the Tonto Village Water Company states that 4'an increase in rtes is necessary at this time due to insufficient income to operate the company and make necessary improvements". As long as I have lived here, there have been no "improvements" that I can see. The company has been re-active toward repairs, not pro-active. I am not opposed to a rate hike, but how can we be ensured that improvements will be made, not just fixing issues that come up? We were not opposed to the last rate increase back in September, 2005 as our water rates were well below what everyone else was paying. We are not opposed to an increase now but the increases proposed just seem to be extremely excessive. Thank you for the opportunity to air our concerns.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,


Payson AZ 85541
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/2/2008 Filed with Docket Control

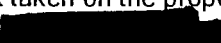
1/2/2008 The letter below was mailed to the customer

Dear 

Thank you for your letter to the AZ Corporation Commission. It has been assigned to me for a response.

Your letter regarding the Tonto Village Water Company's rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and calls received from customers will assist the Commission in the investigation and review of the application. The Commission's independent analysis of the utility and its request attempts to balance the interest of the utility and its customers.

Staff appreciates your comments and the interest taken on the proposed case. If you should have any questions relating to this issue, please call me at 

Sincerely,

Alaina Braddy
End of Comments

Date Completed: 1/2/2008

Opinion No. 2008 - 65509
